

From: Lisa Chiang
To: Microsoft ATR
Date: 11/16/01 11:38pm
Subject: comments about the Microsoft anti-trust case

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I have a few comments about this whole case. First, you should know that I use as few Microsoft products as possible. I became a Linux user as a student when I noticed that all the tools that I needed, a compiler, word processing, spreadsheet, etc... was starting to really add up. Not only that, but it was buggier than hell.

Since I only use Microsoft stuff when I have to, the Microsoft case shouldn't affect me, right? Wrong. The main way that this case affects me is that everywhere I turn, people insist on using Microsoft products which they admit are buggy and also full of security flaws. If we could add up all of the hours wasted by our secretaries trying to get a table pasted from Microsoft Word into Microsoft Powerpoint to keep its same formatting, I think you would find that Microsoft owes the government a lot of money. Yet the government insists on using Microsoft products! I think this use of government money is truly a case of fraud, waste, and abuse!

Right now my company (DOE facility) is supposed to upgrade their systems to Windows 2000/Office 2000. I have a new computer with 128 MB of RAM and Windows 2000 Pro - and it is slow. What about the rest of the people in my office that have Windows 98 and old hardware? Why do we have to upgrade? Do you realize that a majority of our users are only using their computers to read their email and do their on-line training (web based). I can see why PDA's are so popular - much cheaper, they do the job, and they seem to work well. (Unfortunately for them, PDA's are not supposed to be used where I work due to security issues with the wireless versions.)

My only other comment is that Microsoft is a business. When a business does not deliver a product, I cease buying their products which is why I am a Linux user. Not all of the products in the Linux world work but they at least can not lock me into constantly upgrading my software against my wishes. I've heard that Microsoft plans to quit supporting DOS with their release of XP. Guess what, most of our instrumentation uses old DOS PCs and they work just fine. (I, of course, have pointed out the availability of FreeDOS.)

So I guess I just am troubled by your recent actions. I do not see how they will prevent Microsoft from behaving in an illegal manner. Ironically, it is probably large government organizations like DOE, etc... that will be hurt the most by the failure of the DOJ to pursue a more active watchdog role. For example, our company is constantly fighting security bugs and virii with their software - I think they gave up recently because now we are behind a

firewall! I just wish that we could spend our money on mission critical upgrades we truly need, rather than on dubious software upgrades that a vendor insists that we need and seems able to force upon us.

Thank you.

Sincerely yours,

Lisa Chiang
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